

Access to Services and Funding

Commission on Asian Pacific American Affairs

*A Guide to State
Resources for the Asian
American and Pacific
Islander Community*

2012

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State of Washington
Commission on Asian Pacific
American Affairs
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Washington State Commission on Asian Pacific American Affairs
210 11th Avenue, Suite 301, P.O. Box 40925, Olympia, Washington 98504-0925
Phone: 360/725-5667 Email: capaa@capaa.wa.gov Website: www.capaa.wa.gov

THE COMMISSION ON ASIAN PACIFIC AMERICAN AFFAIRS

The Washington State Commission on Asian Pacific American Affairs is a statewide government agency created by a Governor's Executive Order, mandated by the state legislature to improve the well-being of Asian Pacific Americans by ensuring their access to participation in the fields of government, business, education, and other areas.

The Commission consists of twelve members, appointed by the governor, serving voluntary terms. Appointments are for three years and members reflect a diversity of occupations, ethnicities, and geographic regions. CAPAA holds five public meetings a year.

The management, administrative, and advisement work takes place in Olympia by the Executive Director and Executive Assistant. The Executive Director is appointed and serves the Governor directly. Except for interns, the remaining staff are full-time employees of the State.

COMMISSION ON ASIAN PACIFIC AMERICAN AFFAIRS HISTORY

Due to pervasive discrimination and barriers in accessing government services, a group of local Asian Pacific American community members met with the Governor in 1971 to examine a broad range of issues facing the Asian Pacific American population in the areas of employment, education, social services, community development, immigration, and civil rights. In January 1972, Governor Evans created The Governor's Asian Advisory Council by executive order. On February 26, 1974, the 43rd Washington State Legislature formally created The State of Washington Commission on Asian American Affairs as a state agency. On April 17, 1995, Governor Mike Lowry signed a bill to change the Commission's name to The State of Washington Commission on Asian Pacific American Affairs to include Pacific Islanders.

The Commission was formed by the Legislature over concern with the plight of those Asian Pacific Americans who, for economic, linguistic, or cultural reasons, find themselves disadvantaged or isolated from American society and the benefits of equal opportunity.

The Legislature deemed it necessary to create the commission to carry out the following purposes:

- Improve the well-being of Asian Pacific Americans by ensuring their access to participation in the fields of government, business, education, and other areas.
- Help all Asian Pacific Americans achieve full equality and inclusion in American society.
- Aid Asian Pacific Americans in obtaining governmental services in order to promote the health, safety, and welfare of all the residents of this state.

INTRODUCTION

According to the most recent U.S. Census figures, there are 674,573 Asian American and Pacific Islanders (AAPIs) in the State of Washington today. As one of the most culturally and linguistically diverse groups in the country, AAPIs trace their heritage to over 30 different countries and ethnic groups and speak over 100 languages and dialects. Washington has the fastest growing AAPI population out of the states with a high AAPI percentage.

To help understand what these changing demographics mean for state government, the Commission on Asian Pacific American Affairs (CAPAA) advises the Legislature, state agencies, and the Governor about issues and policies that impact the AAPI community. Additionally CAPAA strives to be a conduit and resource to make government more accessible, and aid community organizations and members. Although AAPIs have helped build a strong and vibrant Washington, many still face linguistic isolation, poverty, immigration issues, and other barriers to achieving their full potential.

Access to Services and Funding: A Guide to State Resources for the Asian American and Pacific Islander Community is an easy-to-use navigational tool on the most essential state services and funding. It is by no means comprehensive, but it is meant to provide a brief snapshot of state resources available to assist organizations and individuals seeking to improve the quality of life of AAPIs.

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Economic Development

Business Assistance

Office of Minority and Women's Business Enterprises (OMWBE)

OMWBE develops programs designed to improve the contributions of minority and women-owned small businesses to the Washington State economy. All of the programs, activities, and efforts of OMWBE encourage, honor, and promote diversity. Their supplier diversity services include buyer training, supplier diversity strategies, M/W/DBE plan development assistance, facilitation of dispute resolution, and M/WBE participation reporting. (These services can also be provided to general contractors and suppliers that request assistance in improving their M/W/DBE participation.)

Phone: 866-208-1064

Website: <http://www.omwbe.wa.gov/>

■ Certification

■ State M/WBE Certification Program (MBE, WBE, MWBE)

The purpose of the state program is to increase the opportunities for minority and women-owned small businesses to provide goods and services to state agencies and schools. Since Washington State voters passed Initiative 200, goals set for public contracting with M/WBEs are no longer mandatory. However, the Governor has recognized the importance of continuing to include M/WBE's in public contracting. Voluntary goals continue to be set and OMWBE continues its work to further the use of M/WBEs in public and private contracting. To certify firms in the state program, OMWBE follows the rules in Washington Administrative Code (WAC) Chapters 326-02 and 326-20.

■ Financing

■ Linked Deposit Program

The LDP "links" the State's surplus fund deposits to the commercial loans that financial institutions make to certified minority and women's business enterprises. Two percent (2%) of the interest that is earned on the State's certificate of deposit is used to reduce the interest rate that would otherwise be charged to a certified business for its loan or other financing. If the interest rate returns earned by the State on the CDs fall below 2%, banks are allowed to reduce the interest rate reduction passed onto the firms by an equivalent amount. Effectively, the State buys certificates of deposit equal to the amount lent to certified firms. The State then forgoes 2% of the interest it would earn on the CDs and the banks transfer the savings to the certified firms in the form of an interest rate reduction.

■ Training

■ Small Business Workshops

OMWBE offers a series of informative business development workshops as part of OMWBE's ongoing commitment to helping Washington small businesses succeed. OMWBE workshops are taught by experienced business development professionals. Workshops focus on meeting the unique needs of the small business owner. Workshops typically last 2-3 hours and are entirely free of charge.

Building Assets and Housing
Department of Commerce

The Washington State Department of Commerce is the lead state agency charged with enhancing and promoting sustainable community and economic vitality in Washington. They administer a diverse portfolio of more than 100 programs and several boards and commissions, all focused on achieving one clear and simple mission: to grow and improve jobs in Washington. Key customers include business/employers, local governments and community-based organizations. Commerce also plays the crucial role of convening numerous local, state, regional and federal partners and stakeholders, public and private.

Phone: 360-725-4000

Website: <http://www.commerce.wa.gov/>

■ Economic Development

■ Asset Building Program

The Asset Building Program offers start-up support and free consultation for asset building activities in communities across Washington. Asset development, promotes financial literacy, savings, and access to mainstream banking, use of the Earned Income Tax Credit along with free and reduced tax preparation services, and incentives to invest in appreciable assets for long-term prosperity

Phone: 360-725-2903

■ Re-Employment Support Centers (RSC)

The Re-Employment Support Centers (RSC) program was created in 1987 to provide direct and referral services to displaced workers in communities impacted by declines in the timber and salmon industry or by large-scale layoffs. Services are designed to supplement assistance provided by the Employment Security Department. Funds are divided evenly between three locally based centers serving King, Clallam, Jefferson, Grays Harbor and Pacific Counties.

Phone: 360-725-4145

■ Housing

■ Foreclosure Fairness Program

The Foreclosure Fairness Program provides homeowner foreclosure assistance. It is designed to help homeowners and their lenders reach a resolution. Free housing counseling is available to help homeowners understand their options and determine the best course of action.

Phone: 1-800-606-4819

■ Housing and Essential Needs Program

The Housing and Essential Needs program provides non-cash housing and other assistance (e.g. personal hygiene items and bus tokens) for some recipients of state-funded Medical Care Services (MCS). Eligibility for MCS is determined by the DSHS.

Phone: 360-725-2939

- Homelessness Prevention and Rapid Re-Housing (HPRP)

The Housing Division does not provide direct housing support, assistance or services to individuals or families. The Division administers funding to local providers within the state of Washington, who in turn provide services to individuals and families.

Phone: 360-725-2955

- Home Repair and Rehabilitation Program (HRRP)

The Washington State Department of Commerce Housing Division manages the Home Repair and Rehabilitation Program and provides services to low or very low income households for home repairs.

Phone: 360-725-5047

- Low Income Home Energy Assistance Program (LIHEAP)

This program distributes money to low-income households in Washington State to help pay for home heating. LIHEAP offers assistance to low-income households with young children, individuals with disabilities, and the elderly. These groups are the most vulnerable to health risks associated with inadequately heated homes.

Email: liheap@commerce.wa.gov

Phone: 360-725-2857

Career and Workforce Training

Workforce Training & Education Coordinating Board

The Workforce Training and Education Coordinating Board is a partnership of labor, business and government dedicated to helping Washington State residents obtain and succeed in family-wage jobs, while meeting employers' needs for skilled workers. As a state agency, the Workforce Board oversees a workforce development system that includes 18 education and training programs receiving almost \$1 billion annually in state and federal funds.

Phone: 360-753-5662

Email: workforce@wtb.wa.gov

Website: <http://www.wtb.wa.gov/>

- Job Training

- Career Bridge

Career Bridge is a one-stop, searchable database of education and training programs throughout Washington state where you'll discover the new home of the state's Eligible Training Provider (ETP) List, average earnings and employment outlook for each career choice, hot jobs for the future and what you'll need to learn to get those jobs.

Email: careerbridge@wtb.wa.gov

Website: <http://www.careerbridge.wa.gov>

- Private Career Schools

The Workforce Board licenses and regulates more than 250 private career schools doing business in the state of Washington.

- Veterans Programs

The Workforce Board is considered one of two State Approving Agencies in Washington State, charged by federal law with the responsibility of approving programs offered at public and private educational institutions statewide for veterans and those eligible for GI Bill education benefits.

Phone: 360-586-3321

- Education Programs

- Opportunity Partnership Program

The Opportunity Partnership Program provides industry mentors that offer relevant job experience to students participating in the Opportunity Grant program. The Workforce Board administers the Opportunity Partnership Program by issuing grants to Workforce Development Councils who then work with area colleges and local businesses to connect students with industry mentors. The Workforce Board also measures the impact of the pilot program on training, retention, completion, and transition to employment. The intent is to test whether these Workforce Development Council-brokered activities have a positive impact for students, and whether the model should be expanded.

- Lifelong Learning Account (LILA)

Lifelong Learning Accounts (LILA) are an employee-owned educational savings account that helps pay for education and training expenses. It is a new employee benefits program where regular contributions by employees are matched by the employer.

Phone: 360-586-8683

Consumer Assistance and Protection

Department of Financial Institutions

The Washington State Department of Financial Institutions (DFI) provides regulatory oversight for the state's financial service providers. DFI is self-supporting, in that none of its operating revenues come from the state's general tax funds. Its operating revenues are paid by the organizations and individuals it regulates.

Phone: 1-877-746-4334

Website: <http://www.dfi.wa.gov/>

- Banking

- The Division of Banks

This division offers information on Deposit Insurance through the Federal Deposit Insurance Corporation for Washington Bank Customers and serves as a resource to answer questions on business loans and provides a mechanism to file a complaint against an institution regulated by the Division of Banks.

Phone: 360-902-8704
Email: banks@dfi.wa.gov

- Consumer Protection

- The Division of Consumer Services

This division protects consumers from illegal and fraudulent lending practices. Services offered include verifying that you are working with an institution licensed by DFI, filing a complaint against an institution licensed by the Division of Consumer Services, counseling to Washington residents who are facing foreclosure, thinking of buying a home, or considering refinancing.

Email: dcs@dfi.wa.gov

- Credit Unions

- Credit Union Information and Services

Services include information on credit unions and processing consumer complaints for credit union customers.

Email: DCU@dfi.wa.gov

- Securities

- The Division of Securities

The Division of Securities regulates securities investments, franchises, business opportunities, and off-exchange commodities sold in Washington and the firms and individuals that sell these products or provide investment advice. The division handles customer complaints provides investor education and technical assistance to small businesses.

Consumer Protection

Office of the Attorney General

The Washington State Attorney General's Office offers dispute resolution for manufactured housing disputes and informal mediation service to consumers whose disputes with businesses fall within jurisdiction. Through this process, they contact businesses to determine their response to consumer complaints.

Phone: 1-800-551-4636
Website: <http://www.atg.wa.gov>

Employment Security Department

The Employment Security Department helps Washington's workers and employers succeed in the global economy by delivering superior employment services, timely unemployment benefits, and a fair and stable unemployment insurance system.

Phone: 360-902-9500

Website: <http://www.esd.wa.gov/>

- Unemployment

- Unemployment Benefits

The Employment Security Department provides information on your eligibility to claim unemployment benefits and information on how to apply, information you need to provide when you apply, or whether you qualify. There is also information on how to file a weekly online unemployment-benefits claim.

Phone: 1-800-365-8969

- Jobs

- Work Source

WorkSource is a joint venture of organizations dedicated to addressing Washington State's employment needs. This includes state and local government agencies as well as local community based organizations that provide a wide range of employment and training-related services. This provides employers with assistance in recruiting and retaining workers and for job seekers searching for employment.

Phone: 360-407-1389

Email: work@esd.wa.gov

- Trade Adjustment Assistance (TAA) and Alternative or Reemployment Trade Adjustment Assistance (ATAA/RTAA)

This program assists workers who have become unemployed as a result of increased imports from, or shifts in production to, foreign countries. The goal of the Trade Act programs is to help trade-affected workers return to suitable employment as quickly as possible.

- Business Taxes

- Information on Filing and Paying Taxes; ePay, EAMS, UIFastTax and UIWebTax

Every business with employees in Washington State must register with the Employment Security Department and file unemployment insurance taxes every quarter. You may use paper tax forms or there might be filing and payment tools that would better meet your needs through Employer Account Management Services (EAMS), ePay, UIFastTax and UIWebTax.

Phone Paper Form: 360-902-0916

Email Paper Form: taxforms@esd.wa.gov

Phone Technical Support: 800-565-4660

Email Technical Support: uifstsupport@esd.wa.gov

- **Appeal an Unemployment Tax Decision**

If you disagree with a decision made regarding your account, such as your tax rate or a penalty charged to you, or a decision to allow an employee unemployment-insurance benefits, you have the right to file an appeal.

Phone: 877-504-5607

- **Work Opportunity Tax Credit (WOTC)**

Employers in Washington state may be able to save money on their federal taxes as much as \$2,400 per each qualifying new hire during their first year of employment through the Work Opportunity Tax Credit (WOTC) program.

Phone: 800-669-9271

- **Layoff Alternatives**

- **Shared-Work Program**

If you are facing a temporary decline in business, the Shared-Work program offers an alternative to laying off workers. The program allows you to reduce the work hours of your full-time employees, while the workers collect partial unemployment benefits to replace a portion of their lost wages. The program helps you retain your skilled workers, reduce your payroll costs and avoid the expense of recruiting, hiring and training new employees when the economy improves.

Phone: 800-752-2500

Email: sharedwork@ESD.WA.GOV

- **On-the-Job-Training Wage Subsidies**

On-the-job training is an excellent alternative if you are having a hard time finding qualified applicants. Benefits to businesses include partial reimbursement for wages, training for specific skills and retainment of skilled workers.

Retirement

Department of Retirement Systems

The Department of Retirement Systems collects and accounts for contributions, verifies data reported by employers, maintains records, communicates pension information and pays retirement benefits.

Phone: 800-547-6657

Website: <http://www.drs.wa.gov>

- **Employer Retirement Payments**

- **ePay**

ePay is free, flexible and secure. Once signed up, all your automatic payment submissions are easy, and you can stop processing checks and spending money on envelopes and postage. Any employer can sign up.

Email: DRSEmployer@DRS.WA.GOV

■ Retirement Benefits

■ myDRS

All DRS retirement system members and retirees can sign up for this service. If you haven't retired, you can see your account balance, create a retirement benefit estimate and access a number of other features. If you have retired, you can get copies of your 1099-Rs, keep track of your return-to-work hours and see other helpful information related to your retirement benefit.

■ Plan 3

If you are a Plan 3 member of a retirement system administered by DRS, you have online access to your defined contribution account. You can change your investments, get copies of your quarterly statements or track your account balances.

■ Deferred Compensation

You can change how your money is invested, move money between investments, change the amount of your deferral, monitor investment performance and access other tools.

State Jobs and Employee Assistance

Department of Enterprise Services

The Department of Enterprise Services (DES) provides a variety of support services to state government and Washington residents. It is also charged with creating greater overall operating efficiencies.

Phone: 360-407-9211

Website: communications@des.wa.gov

■ State Employee Services

■ Employee Assistance Program (EAP)

Providing employee services and HR support, Enterprise Services supports a strong and productive state workforce by providing human resource services to state government and state employees. This includes management of the state's central payroll system, online and classroom training, the Employee Assistance Program and services for small agencies.

Phone: 360-753-3260

■ State Contracts for Goods and Services

■ Office of State Procurement Customer Service

Enterprise Services develops and oversees more than 300 contracts for various goods and services, ranging from vehicle purchases to office supplies to fuel and more. The department offers thousands of vendors and contractors access to open and competitive business opportunities to achieve the best results for state agencies, cities, counties and non-profit organizations.

- Technology Acquisition Services

Technology Master Contracts and Enterprise Agreements are optional-use contracts administered by the Department of Enterprise Services and are used by governmental entities to purchase products and services directly from the contractors. Purchasers must have completed a Customer Service Agreement and products and services may not be purchased for personal use. Contracts include cable, cell phone and service plans and computer equipment.

Phone: 360-407-8766

- State Jobs

- Careers.wa.gov

This service offers information on searching and applying for state jobs, or with general questions about state employment. You can search for jobs at any time without creating an account or logging in. To apply for jobs, you will need to create a secure online account. You can create an account and start building your profile at anytime, so it's ready when you find a job posting you would like to apply for. Keep a record of your Username and Password once you have set up your account; you will need them to apply for other positions or to check the status of your application.

Phone: 1-877-664-1960

Email: information@dop.wa.gov

Website: www.Careers.wa.gov

Taxes

Department of Revenue

The Department of Revenue is Washington State's principal tax collection agency. The Department of Revenue oversees about 60 different taxes and collects more than 90 percent of state General Fund tax revenues, collects all local sales tax revenues, processes tax returns and business license application and renewals.

Phone: 800-647-7706

Website: <http://dor.wa.gov/>

- Filing and Paying Taxes

- E-File

File, amend and pay your state taxes online with E-file. This is a 24 hour service that is secure and confidential. There are multiple payment options that include Visa and Mastercard. File returns for pass periods and get reminders to file by email. You may also file taxes by mail. This service also allows businesses that meet certain criteria to be eligible to report active non-reporting status electronically.

Phone: 1-877-345-3353

- Excise Tax Return Extensions

Depending on the circumstances, the Department offers the opportunity for grant extensions for filing an excise tax return. The request must be made before the due date.

- **Penalty Waivers**

The Department offers the ability to waive late return penalties under certain circumstances. If your return or payment is late and you feel you have a qualifying situation, you may request to have the penalty waived.

- **Appeals and Delinquent Tax Collection Process**

An account becomes delinquent when the due date for a tax return or other established liability has passed and the amount due remains unpaid. To start an appeal, you must file a petition through the Rule 100 appeal process within 30 days of the date the assessment was issued.

- **Businesses / Nonprofit Organizations**

- **Business Type Information**

Provided are forms and pages on information to help businesses understand the tax obligations for specific industries, such as construction, lodging, and child care. Services also include information on business structures for individuals starting a business and information on sales and use tax for nonprofit organizations.

- **Business Registration**

There is information on business tax guides, the Unified Business Identifier and the Voluntary Disclosure Program. Businesses must register via a business license application with the Department of Revenue if certain conditions are met.

Workplace and Labor

Department of Labor & Industries

L&I is a diverse state agency dedicated to the safety, health and security of Washington's workers. They help employers meet safety and health standards and inspect workplaces when alerted to hazards. As administrators of the state's workers' compensation system, they are similar to a large insurance company, providing medical and limited wage-replacement coverage to workers who suffer job-related injuries and illness. Their rules and enforcement programs also help ensure workers are paid what they are owed, that children's and teens' work hours are limited, and that consumers are protected from unsound building practices.

Phone: 360-902-5800

Website: <http://www.lni.wa.gov/>

- **Workplace Safety**

- **Guides and Training**

The Department offers guides to basic steps to building a safe workplace for employees and the basic requirements for your workplace. There is free online safety and health training for employers and employees on a wide variety of topics, training kits for customizing to meet training requirements in WISHA Rules and safety training videos you can reserve and show to your employees.

Phone: 1-800-423-7233

- **Excise Tax Return Extensions**

Depending on the circumstances, the department offers the opportunity to grant extensions for filing an excise tax return. The request must be made before the due date.

- **Consultation**

- **Health or Risk Management Consultation**

The Washington Department of Labor & Industries (L&I) offers a service that is specifically designed to help employers increase safety awareness, prevent accidents, and manage workers' compensation costs. At your request, a safety and health consultant will come to your business and analyze your employee safety and accident prevention programs. You will be offered suggestions that could help save money on your industrial insurance costs.

- **Risk Management Consultation**

Labor & Industries Risk Management Consultants can help you protect your employees and your profits. Risk Managers can show you why workplace safety makes good business sense, provide data and analysis specific to your business that shows how claims can affect the premiums you pay, discuss your "claim-free discount" and steps you can take to protect it and much more.

- **Workers Compensation Claim**

- **Claim Filing**

The Department offers assistance in getting treatment, filing an accident report, vital information on rules, paperwork, rights and responsibilities.

- **Benefits and Payments**

If you are injured on the job in Washington, workers' compensation pays medical benefits, as well as wage-replacement and pension benefits if your injury is so severe you cannot work. Through payroll deductions, employers who pay premiums to L&I, may deduct from your paycheck up to half the cost of the premium that covers your medical benefits. L&I or your self-insured employer will pay for prescription medications necessary for treatment of accepted conditions.

- **Fraud and Complaints**

Report a person you believe shouldn't be receiving workers' compensation for a workplace injury. You may also report a health-care or vocational provider you believe is billing L&I for services not performed and report an employer or business you believe is under-reporting work hours and therefore is not paying their fair share of the cost of workers' compensation coverage.

- **Licensing / Registration / Certification**

- **Licensing, Registration and Certificates**

Obtain or renew your licenses, registration or certification for amusement ride inspectors, asbestos removal certificates, charter vessels certificates, contractors, cranes operators, electrician, mechanics, explosives users, plumbers, radio signalers, telecommunication administrators and more.

- Contractor Registration

In Washington State, general and specialty contractors must register with the Department of Labor & Industries. A general contractor can perform or supervise numerous building trades or crafts. A specialty contractor can perform one building trade or craft.

- Permits / Inspections / Contractors

- Permits and Inspections

Get information about permits and inspections on amusement rides, asbestos removal, boilers, charter vessels, cranes, electrical, elevators, environmental, factor-assembled structures, radio signaling, workplace safety and health inspections and more.

- Hiring Contractors

Protect yourself when hiring a contractor. The Department allows consumers to lookup contractors or trades people who are registered and actively licensed. The search will also show how long they have been licensed, if they have any lawsuits against their contractors bond (construction only) and if they have been cited for violations.

Health and Human Services

Civil and Human Rights

Human Rights Commission (HRC)

The mission of the Washington State Human Rights Commission is to eliminate and prevent discrimination through the fair application of the law, the efficient use of resources, and the establishment of productive partnerships in the community.

Phone: 1-800-233-3247

Website: <http://www.hum.wa.gov/>

■ Civil and Human Rights Complaints

■ Employment Discrimination

The Human Rights Commission is a neutral fact-finder; they do not take sides during an investigation. An investigator is assigned to gather evidence to determine if there is reasonable cause to believe that a violation of law has occurred. They may interview witnesses and review documents and records. Under the law, an employer may not discriminate because of a person's race, creed, color, national origin, sex, marital status, age (40+), disability, retaliation, sexual orientation/gender identity, honorably discharged veteran or military status, or use of a trained dog guide or service animal by a person with a disability.

■ Fair Housing

It is an unfair for any person to refuse to sell or rent after the making of an offer, or to refuse to negotiate for the sale or rental of a home to any person, because of sex, marital status, race, creed, color, national origin, families with children status, the presence of any sensory, mental or physical disability, or the use of a trained dog guide or service animal by a disabled person.

■ Places of Public Accommodation

The Human Rights Commission can help in discrimination cases at any place of public resort, accommodation, assemblage, or amusement, including: restaurants, hotels, motels, and inns, stores, markets, and shopping malls, theaters, cinemas, concert halls, and arenas, parks, fairs, and arcades, libraries, schools, government offices, and hospitals.

■ Credit and Insurance

It is illegal to discriminate in credit applications, fees, collateral insurance applications, health insurance, and health maintenance agreements. The Human Rights Commission can help in cases of rights abuses.

■ Retaliation

It is an unfair practice for an employer to retaliate against a person for opposing illegal discrimination. If an employee believes that their employer retaliated against them, they may have a basis to file a complaint with the Human Rights Commission.

- Outreach

- Training

Proactive education and training is a powerful tool in preventing and eliminating discrimination. Everyone benefits from a clear understanding of his or her rights and responsibilities under the law. The Commission sponsors many different free education forums, including direct training seminars, publications, and brochures.

Health Nutrition and Food

Washington State Department of Agriculture (WSDA)

The Washington State Department of Agriculture (WSDA) serves the people of Washington by supporting the agricultural community and promoting consumer and environmental protection. Food Assistance Programs provide emergency food to low income and vulnerable individuals throughout Washington State. The WSDA's goals are to alleviate hunger and increase the amount of nutritious foods distributed through emergency food programs while supporting the agricultural community.

Phone: 360-725-5640

Website: <http://agr.wa.gov/>

Email: foodassistance@agr.wa.gov

- Food Assistance Programs

- Emergency Food Assistance Program (EFAP)

This Washington State program helps alleviate hunger in Washington by making available state funds to local food providers to purchase food, cover food bank and distribution center expenses and support tribal food vouchers.

- The Emergency Food Assistance Program (TEFAP)

This program serves low-income people in need with emergency food and nutrition assistance through distributions by food banks and meal providers.

- Commodity Supplemental Food Program (CSFP)

This program administered by the WSDA works to improve the health of mothers, children and the elderly by providing food "packages" designated specifically to supplement their nutritional needs.

Health and Social Services

Department of Social and Health Services (DSHS)

The Department of Social and Health Services (DSHS) is an integrated organization of high-performing programs working in partnership for statewide impact to help transform lives. The Department's mission is to improve the safety and health of individuals, families and communities by providing leadership and

establishing and participating in partnerships. Each year, more than 2.2 million children, families, vulnerable adults and seniors come to DSHS for protection, comfort, food assistance, financial aid, medical and behavioral health care and other services.

Phone: 1-800-737-0617

Website: <http://www.dshs.wa.gov/default.shtm>

■ Assistance Services

■ Washington Connection

This site is designed for anyone who would like to find out what benefits and programs they might qualify for in the state of Washington. The online application is for residents of Washington State to apply for federal, state, or local benefits.

Website: www.washingtonconnection.org

Phone: 1-877-501-2233

■ Local Community Services Offices (CSO)

Community Services Offices provide many DSHS services. Local CSOs can provide clients with details about these services and how to apply for them. There are CSOs located statewide, where clients can apply for services in person. Interested applicants may also complete an on-line application by using the WashingtonConnection.org website.

Website: <http://www.dshs.wa.gov/onlinecso/findservice.shtml>

■ Find Other DSHS Services

This is a directory of resources for DSHS Clients, Case Managers and Providers. Resources are sorted alphabetically by topic.

Website: <http://www.dshs.wa.gov/qclicks.asp>

■ Naturalization Referral Services

Naturalization is the process by which U.S. citizenship is granted to a foreign citizen or national after he or she fulfills the requirements established by Congress in the Immigration and Nationality Act (INA). The Department offers a list of naturalization service's agencies.

■ Economic Services

■ Refugee Cash Assistance (RCA)

The RCA program helps refugees by providing cash and medical assistance (Refugee Medical Assistance program) during their first eight months in the U.S. Persons who entered the United States with an immigration status that allows them to receive refugee benefits are eligible for RCA and RMA benefits as long as they meet other eligibility requirements.

■ Child Care Subsidy Programs and Child Support Services

The Child Care Subsidy Programs help families pay for child care through Working Connections Child Care, or Seasonal Child Care. This program pays for child care subsidies to eligible households with parents who are working or are participating in a DSHS approved work activity and whose children meet citizenship requirements. The Division of Child Support (DCS) is the state agency that

administers state and federal laws. DCS helps families by establishing child support obligations, collecting and processing child support payments and reviewing and modifying child support obligations.

Phone: 1-800-442-KIDS

- **Workfirst**

WorkFirst is Washington State's temporary cash assistance program. The goals of the WorkFirst Program is to help low-income families stabilize their lives, so they can go to work and take better care of their families. This welfare reform program is designed to help parents get what they need to prepare for and go to work. It is a partnership between state agencies and communities to work together to provide the necessary services and resources to families.

Website: <http://www.workfirst.wa.gov/>

Email: adneykp@dshs.wa.gov

- **Temporary Assistance for Needy Families (TANF) and Support Services**

Temporary Assistance for Needy Families (TANF) provides temporary cash and medical help for families in need. Some families participate in the WorkFirst Program. The WorkFirst Program helps participants find and keep jobs. Persons who are caring for a relative's child, or legal guardians or are acting in the place of a parent are also able to apply for TANF benefits on behalf of these children through the Non-Needy Relative, In Loco Parentis and Legal Guardian Program. Your TANF benefits are based on your family size and income.

- **Diversion Cash Assistance**

Diversion Cash Assistance (DCA) provides alternative assistance for families who have a short term need and do not wish to receive Temporary Assistance to Needy Families (TANF) assistance. Families are eligible if they meet the income and resource requirements and can demonstrate that they expect to have income and resources to meet their long-term needs.

- **State Food Assistance Program**

The Basic Food Program helps low-income individuals and families obtain a more nutritious diet by supplementing their income with Basic Food benefits. This also provides food assistance to legal immigrants who are no longer eligible for federal benefits solely due to the new alien requirements passed under the Personal Welfare and Work Opportunity Reconciliation Act. Your Basic Food benefits are based on your family size and your family income.

- **Foodhelp**

Foodhelp is a resource for finding healthy and affordable food in Washington State. It provides access to basic food, school meals, nutrition education, and other food related services available for those in need.

- **Medical Assistance**

- **Apple Health for Kids**

Apple Health for Kids is a medical program providing coverage for children living in Washington State. This program is aimed at streamlining applications for children's healthcare coverage. Many Washington children are still uncovered, even though they are eligible. Healthcare coverage doesn't just help when your children are sick. It also covers preventative care like immunizations, physical exams, and even dental check-ups.

- **Healthcare for Workers with Disabilities (HWD) Program**

This program allows people with disabilities who are working to purchase medical coverage to pay a monthly premium that is based on their income. HWD benefits include, Medicaid benefit package, including Medicaid personal care services, greater personal and financial independence and members can earn and save more without the risk of losing their healthcare coverage.

- **Family Medical**

This is medical coverage for families with children. Families with dependent children under the age of 19, whose income and resources are below Temporary Assistance to Needy Families (TANF) limits are eligible for this program.

- **Medicare Savings Programs**

These programs help Medicare recipients pay for all or part of their Medicare premiums. Medicare recipients who meet income and resource requirements are eligible. Programs available are Qualified Medicare Beneficiary Program (QMB), Specified Low-Income Medicare Beneficiary Program (SLMB) and Qualified Individual (QI-1) Program.

- **Alien Emergency Medical Program**

This is an emergency medical program for persons who do not meet the citizenship requirements for other DSHS medical programs. Person or persons with an emergency medical condition who are children, parents or relatives caring for a child, or age 65 or older and disabled or blind are eligible. For this program, "emergency medical condition" means the sudden onset of a medical condition so severe that without immediate medical attention, there would be severe jeopardy to the person's health.

- **Pregnancy Medical Program**

This is a Medical program for pregnant women. The pregnancy medical program has no resource limits. Your income eligibility is determined by your family's income and the number of people in your family. Once you are found eligible for pregnancy medical benefits, you will remain eligible throughout your pregnancy regardless of changes of income or who lives in your home.

- **Aged, Blind and Disabled Medical Program**

This is medical coverage for aged, blind or disabled persons. Persons who are age 65 and over, blind or disabled who meet income and resource requirements are eligible. There are three types of medical coverage offered are Categorically Needy Program (CN), Medically Needy Program with no spenddown (MN) and Medically Needy with spenddown (MN with spenddown).

- **Medical Interpreter Services**

The Department of Social and Health Services (DSHS) provides Interpreter Services to meet the communication needs of Limited English Proficient (LEP) Medical Assistance Clients. You are eligible for Interpreter Services if you have a current Medical Assistance Identification card that is used to pay for your healthcare services and you have trouble speaking or understanding English, are deaf-blind, or hard of hearing.

Email: DSHSDLHRSADHSTISInterpreters@dshs.wa.gov

Phone: 1-800-562-3022

- **DSHS Language Testing and Certification**

Become certified as an interpreter through the Language Testing and Certification Program. This program includes services to develop systems, methods, procedures and policies to certify DSHS bilingual employees, applicants for DSHS bilingual positions, contracted interpreters and translators, licensed agency personnel, and sets qualification standards for DSHS bilingual positions, interpreters, and translators across languages.

- **Aging and Adult Services**

- **Pregnant Women Assistance Program**

The Pregnant Women Assistance program provides a maximum monthly cash grant of \$197.00. Persons who are pregnant, meet income and resource requirements, meet citizenship / alien status requirements and reside in Washington State are eligible.

- **Aged, Blind or Disabled Cash Assistance Program**

The Aged, Blind or Disabled cash assistance program provides a maximum monthly cash grant of \$197.00. Persons who are aged 65 or older, blind or have a long-term medical condition that is likely to meet federal disability criteria, meet income and resource requirements, meet citizenship / alien status requirements and reside in Washington State are eligible.

- **Housing and Essential Needs**

The Washington State Department of Commerce administers the Housing and Essential Needs program, which may provide non-cash housing and other assistance for some recipients of state-funded Medical Care Services (MCS). Eligibility for MCS is determined by DSHS. Housing and Essential Needs services are funded through grants by the Department of Commerce to a network of local homeless and housing providers. Assistance may include limited rent and utilities, personal health and hygiene items, cleaning supplies and transportation.

- **Alcohol and Substance Abuse Services**

- **Alcoholism and Drug Addiction Treatment and Support Act (ADATSA)**

A state funded program to assist persons who are chemically dependent and who desire treatment. To be eligible, you must be assessed as alcohol or drug dependent and incapacitated by a department-certified chemical dependency center, age 18 or older, reside in Washington State, meet citizenship / alien status requirements and meet income and resource requirements. Once approved for ADATSA services, you may be eligible for up to six months of treatment in a twenty-four month period. Covered treatment includes intensive inpatient treatment, long-term care residential treatment, recovery house treatment and outpatient treatment.

Health Care Authority (HCA)

The Health Care Authority (HCA) oversees numerous health care programs. The HCA can be a resource for Washington residents in need of affordable health care, who may otherwise not be able to afford it.

Phone: 360-923-2600

Website: <http://www.hca.wa.gov/>

- Health Care

- Basic Health

Basic Health is a state-sponsored program that provides affordable health care coverage to low-income Washington residents.

- Medicaid and Medical Assistance Programs

Medicaid is the largest Washington State medical assistance program, providing health care coverage to approximately 1.2 million low-income Washington residents. About two-thirds of Medicaid's clients are children covered by Apple Health for Kids. Medicaid's costs are shared by the state and federal government.

- Prescription Drug Program

The goal of the Prescription Drug Program is to make prescription drugs more affordable to Washington residents and state health care programs; and, increase public awareness regarding the safe and cost-effective use of prescription drugs.

- Washington Health Program

Today, more than ever, people need access to health care coverage. More than 160,000 Washingtonians are waiting for Basic Health or have lost Basic Health coverage. Through the Washington Health Program, the HCA offers more residents access to needed health care coverage.

Health Information

Department of Health (DOH)

The Department of Health (DOH) is a resource to find health information on issues with potential impacts. The DOH collaborates with partners to enhance the health of individuals, families, and communities. They work to prevent disease and promote a healthy start, healthy choices, and access to services.

Phone: 800-525-0127

Website: <http://www.doh.wa.gov/>

- Prevention and Community Health Division

- Office of Healthy Communities

The Office of Healthy Communities prevents disease and optimizes health status throughout the lives of Washington residents. Because poverty and low education levels significantly impact health outcomes, they work toward reducing health disparities in populations disproportionately impacted by providing leadership and coordination statewide. Resources include family planning and reproductive health, oral health, breast cancer, and maternal and child health.

- Office of Immunization and Child Profile

The Office of Immunization and Child Profile is committed to preventing childhood, adolescent, and adult vaccine-preventable diseases, and assuring that parents, health care providers, and state and

local agencies work together to promote healthy families and increase the use of preventive health care for children from birth to age six years. Resources include information on the flu, vaccinations, whooping cough, and other issues of concern.

- Office of Nutrition Services

The Office of Nutrition Services works to address issues of poor nutrition and obesity among low-income residents of Washington State. The Breastfeeding Peer Counseling Program, Farmers Market Nutrition Program, and Women, Infants and Children (WIC) Nutrition programs provide services to low income infants and children through age five and pregnant, breastfeeding, and postpartum women with a nutrition risk. The population served by SNAP-Ed includes recipients of the Basic Food Program.

- Natural Disasters

- Distress Helpline

The Disaster Distress helpline is the first hotline dedicated to providing disaster crisis counseling. This free, confidential, and multi-lingual hotline is available via telephone and text.

Phone: 1-800-985-5990

SMS: Text 'TalkWithUS' to 66746

Health Insurance

Office of the Insurance Commissioner (OIC)

The Office of the Insurance Commissioner (OIC) provides information and resources about insurance issues in Washington State. The OIC can assist you with information on auto, health, Medicare, home, life, and long-term care insurance.

Phone: 1-800-562-6900

Website: <http://www.insurance.wa.gov/>

- Insurance

- Health Insurance

The OIC can help consumers find the right type of health insurance to fit their needs. There are many different options and levels of insurance.

Legal Help

Office of Public Defense (OPD)

The Office of Public Defense (OPD) serves as a resource for legal defense of those unable to otherwise afford it. OPD administers state funds appropriated for the Parents Representation Program for dependency cases, appellate indigent defense services, and criminal trial indigent defense services.

Phone: 360-586-3164

Website: <http://www.opd.wa.gov>

- Public Defense

- Appellate Services

OPD contracts with over 50 attorneys to represent indigent appellants in cases where federal and state constitutions and state statutes guarantee the right to counsel. These include criminal cases as well as other cases involving basic rights such as dependency proceedings, parental rights terminations, criminal contempt convictions, and involuntary civil commitments.

Email: Sean.Flynn@opd.wa.gov

- Parents Legal Representation

- Parents Representation Program

OPD's Parents Representation Program provides defense services to parents involved in dependency and termination of parental rights proceedings. OPD sets manageable caseload limits, implements professional standards of practice and provides access to expert and case support services, so that program attorneys can better assist their clients.

Identification

Department of Licensing (DOL)

The Department of Licensing is charged with the duty to administer and recommend improvement of the laws relating to driver licensing, identification cards, and vehicle and vessel titling and registration. It is the responsibility of the Customer Relations Division to issue and renew driver licenses and identification cards, and to title and register vehicles and vessels.

Phone: 360-902-3900

Website: <http://www.dol.wa.gov/>

- Identification

- Driver Examination

The Department operates and maintains numerous Licensing Services Offices providing services throughout the state. These services include establishing and determining the identity and eligibility of all driver license and identification card applicants, conducting written knowledge testing and practical drive tests, issuing and renewing Washington State driver licenses and identification cards, issuing and renewing federally recognized Enhanced Driver Licenses and Identification Cards for use in crossing the border, administering the Motor Voter and Organ Donor programs and conducting re-examinations and special skill driving tests.

Email: exams@dol.wa.gov

- Driver Licenses and ID Cards

The Department of Licensing issues driver licenses and other forms of identification for Washington State residents. The Commercial Driver License (CDL) program ensures state compliance with

federal motor carrier regulations for the application, testing and licensing of CDL applicants, evaluating drivers for medical qualification waivers, skill testing new applicants using state staff and contractors, and setting minimum CDL training requirements.

Phone: 360-570-4915

Email: cdlprogram@dol.wa.gov

- **Systems and Licensing Support**

This division serves the public by issuing a negotiable, secure Certificate of Ownership (title) for each vehicle and vessel that is required to be titled. The Certificate of Ownership indicates legal ownership of the vehicle or vessel to prospective buyers and lending institutions.

- **Passports**

Passports are available through the United States State Department only. More information on passports can be obtained by contacting the federal government.

Phone: 1-877-487-2778

Website: <http://travel.state.gov/passport/>

- **Programs**

- **Motorcycle Safety Education and Motorcycle Awareness programs**

Goals of this program include promoting public safety through media campaigns, ensuring compliance with approved motorcycle rider training curriculum, contracting third party services, and certifying instructors, conducting administrative compliance audits, and curriculum delivery quality assurance visits of contractors and their instructors.

Phone: 360-570-4914

Email: motorcycle@dol.wa.gov

- **Due Process**

- **Hearings**

This program administers state laws that provide drivers with the right to due process whenever the Department proposes to administratively suspend, revoke or restrict driving privileges. Hearing Examiners are responsible for presiding over formal administrative hearings subject to Superior Court review when a driver contests a proposed driver license suspension.

Phone: 360-664-8492

Email: hearings@dol.wa.gov

- **Businesses**

- **The Business and Professions Division**

This division oversees individual professional and business licensing. Other programs managed by the division include oversight of Professional Athletics events, maintaining Uniform Commercial Code filings, administering the Prorate and Fuel Tax program, and maintaining the Firearms Database for law enforcement.

- **Master Licensing Service**

This program provides one-stop licensing for multiple business licenses and registrations on behalf of state agencies and cities. As a service provider to 10 state agencies and 40 cities, MLS collects and distributes information and money to its partners. Well over 100 different licenses and registrations can be obtained by businesses through the Master License process.

- **Professional Licensing Services**

The division regulates 32 professions. To help ensure qualified individuals are licensed, the division reviews and substantiates education and experience, administers examinations, conducts background checks, and ensures continuing education requirements are met. The division may also investigate complaints. When warranted, the division also initiates appropriate administrative actions that include license denials, suspensions and revocations. The division also provides information and education, conducts outreach, and is working toward strengthening consumer protection to help make Washington a better and safer place to live, work and do business.

Phone: 1-800-451-7985

Email: BLS@dor.wa.gov

- **Dealer and Manufacturer Services**

This program administers and enforces laws related to the licensing and regulation of vehicle manufacturers, vehicle dealers, wreckers, tow truck operators, hulk haulers, scrap processors, motor vehicle transporters, snowmobile dealers, off-road vehicle dealers, mobile home dealers, travel trailer dealers, and vessel dealers, doing business in Washington State. The program also administers and enforces laws relating to odometer tampering, auto theft deterrents, manufactured/mobile housing regulations, unlicensed vehicle dealer activities, and motor vehicle dealer/manufacture franchise dispute resolution.

- **Prorate and Fuel Tax Services**

This program administers the state's Motor Vehicle Fuel, Special Fuel, and Aviation Fuel Tax Collection programs. Services include licensing of fuel distributors, processing fuel tax returns and associated payments, and taxpayer education, training and auditing.

Phone: 360-664-1895

Services for the Blind

Department of Services for the Blind (DSB)

The Department of Services for the Blind (DSB) serves as a premiere resource and a national leader in promoting the skills and abilities of people who are blind or have low vision. They team with customers, employers, communities, and fellow staff to achieve the highest level of service.

Phone: 800-552-7103

Website: <http://www.dsb.wa.gov/>

- **Assistance**

- **Employment Assistance**

People who are blind or have low vision, with the right training and accommodations, can do any job that fits their particular interests, skills and abilities. The DSB are experts in employing people who are blind or have low vision.

- Skills Training

The DSB can provide daily living skills training to all adults, both those interested and not interested in employment, in their homes and in their communities.

Veterans Affairs

Department of Veterans Affairs (WDVA)

The Department of Veterans Affairs provides assistance and services to military veterans and their families. Their mission is to serve, heal, help, care for, and honor veterans through their numerous programs.

Phone: 1-800-562-2308

Website: <http://www.dva.wa.gov/>

- Veterans Affairs

- Veterans Homes

Three state veteran homes (the Washington Soldiers Home and Colony, the Washington Veterans Home, and the Spokane Veterans Home) provide long-term health care for honorably discharged veterans and in some instances, their spouses, who are disabled and indigent, or likely to become indigent due to the cost of their health care.

- Veterans Services

The Washington State Department of Veterans Affairs (WDVA) ranks among the nation's leaders in the satisfaction of veterans claims submitted to the U.S. Department of Veterans Affairs. The Field Service Network includes the following units: Post-Traumatic Stress Disorder (PTSD) counseling provided by contractors statewide; Homeless Veterans Services including case management, transitional housing and employment support services; outreach to nursing homes; Veterans Estate Management Program (VEMP) which provides fiduciary/payee services; an in-state, 24-hour toll-free number for veterans information and referral; Incarcerated Veterans Services to clients who are part of the King County jail system; and an aggressive outreach program that assists veterans with claims processing and referral services to those living in isolated rural areas.

Education

Child Care

Department of Early Learning (DEL)

The DEL offers developmentally and culturally appropriate early learning opportunities for all of Washington's youngest learners, so each child enters kindergarten with a solid foundation for success in school and life.

Phone: 1-866-482-4325

Website: <http://www.del.wa.gov/>

- Licensing

- Licensed Child Care

The DEL licenses and monitors Washington's 7,400-plus licensed child care settings in family homes and centers that serve about 174,000 children. The DEL offers a way of finding a licensed child care facility.

Phone: 1-866-482-4325

- Early Learning and Care

- Early Childhood Education and Assistance Program (ECEAP)

This state-funded preschool program helps prepare low-income 3- and 4-year-olds for success in school and life. ECEAP may allow families to afford a preschool program for their children.

- Early Support for Infants and Toddlers (ESIT)

The DEL coordinates early intervention services for children birth to age 3 who have disabilities and/or developmental delays. These services may include specialized instruction, speech therapy, occupational therapy, or physical therapy that can help young children.

Community and Technical Colleges

State Board for Community and Technical Colleges (SBCTC)

The State Board for Community and Technical Colleges (SBCTC) is responsible for administering the Community and Technical College Act and providing leadership and coordination for Washington's public system of 34 community and technical colleges.

Phone: 360-704-4400

Website: <http://www.sbctc.ctc.edu/>

■ Programs

■ Adult Basic Education (ABE)

A range of instructional services are available to adults, 16 years of age and older, with academic skills below the high school completion level or in need of increased English language skills in order to succeed in their communities. Adult basic education develops skills in reading, writing, math, speaking/listening in English, GED and Adult High School preparation, and basic computer literacy.

■ Integrated Basic Education and Skills Training (I-BEST)

Integrated Basic Education and Skills Training (I-BEST) pairs workforce training with ABE or ESL so students learn literacy and workplace skills at the same time. Adult literacy and vocational instructors work together to develop and deliver instruction. Colleges provide higher levels of support and student services to address the needs of non-traditional students.

■ High School and College Programs

College in the High School (CHS) programs provide college level academic courses in high schools to serve qualified high school students. Running Start allows 11th and 12th grade students to take college courses. Washington's community and technical colleges offer a wide variety of professional-technical training programs. Most Washington State community and technical colleges operate one or more high school programs such as High School Completion, Technical High School, Credit Retrieval, Youth Re-engagement, External Diploma Program or other high school options. The goal of each of these various programs is to award a high school diploma to students who complete the graduation requirements.

■ Transfer

Washington State's community and technical college system provides educational course work and degree programs which "transfer" to upper-division institutions, both public and private. The notion of transfer is grounded in the peer-based accreditation status of the participating colleges in supporting student mobility of course work between and among the colleges.

Education Complaints and Disputes

Office of the Education Ombudsman (OEO)

The Office of the Education Ombudsman (OEO) resolves complaints, disputes, and problems between families and elementary and secondary public schools in all areas that affect student learning.

Phone: 866-297-2597

Website: <http://www.governor.wa.gov/o eo/>

■ Services

■ Complaints and Disputes

Students or parents/legal guardians of students enrolled or eligible to be enrolled in elementary or secondary public schools who are experiencing conflict or disputes with schools and want help to resolve their concerns should contact the OEO.

Higher Education

Higher Education Coordinating Board*

The Higher Education Coordinating Board plays an important role in shaping the state's postsecondary education system. It helps ensure the public's investment in higher education continues to support high-quality educational programs that produce graduates who will lead the state to new levels of success and prosperity.

Phone: 360-753-7800

Website: <http://www.hecb.wa.gov/>

- **Preparing for College**

- **Gear Up**

- Washington's GEAR UP program encourages low-income middle and high school students to stay in school, study hard, have high expectations, and go to college.

- **Paying for College**

- **College Bound**

- The College Bound Scholarship program encourages low-income, middle school students to choose a path that will lead to educational success after high school. The program promises tuition (at public institution rates) and a small book allowance for income-eligible students who sign up in the 7th or 8th grade, work hard in school, stay out of legal trouble and successfully apply to a higher education institution when they graduate.

- **Financial Aid**

- Need-based aid is awarded to students who cannot pay for college without assistance and includes grants, loans, and work study. Merit-based aid, generally scholarships, is awarded to students based on academic, athletic, or other achievements or criteria.

- **Guaranteed Education Tuition**

- Parents, relatives, or friends can buy tuition units, which can be used at any accredited public or private university, college, trade or technical school in the country.

Public School Information

Office of Superintendent of Public Instruction (OSPI)

The Office of the Superintendent of Public Instruction (OSPI) is the primary agency charged with overseeing K-12 public education in Washington State. OSPI works with the state's 295 school districts to administer basic education programs and implement education reform on behalf of more than one million public school students. It can be a valuable resource in finding information on school programs or services.

*A bill establishing a new Student Achievement Council effective July 1, 2012 to replace the Higher Education Coordinating Board was approved by the Legislature on March 8, 2012. Many of the HECB's duties and functions are carried forward to the new council.

Phone: 360-725-6000

Website: <http://www.k12.wa.us/>

- Technical Assistance

- Equity and Civil Rights

OSPI is the agency responsible for overseeing K-12 public education in Washington State. Within OSPI, the Equity and Civil Rights Office provides technical assistance to school districts, parents and students with issues related to state and federal nondiscrimination laws.

- Bilingual Instruction

- Migrant and Bilingual Education

This office oversees the state and federal programs that help migrant students and youth in the state meet high academic challenges by overcoming obstacles created by frequent moves, educational disruption, cultural and language differences, and health-related problems.

- The Washington State Transitional Bilingual Instruction Program

The Washington State Transitional Bilingual Instruction Program Guidelines provide instructions for school districts on how to administer the program in compliance with state requirements. The program addresses the unique needs of students from linguistically and culturally diverse backgrounds and helps them achieve the high content and performance standards expected of all students in Washington State. The program helps English Language Learners (ELLs) to become proficient in English and to meet state learning standards.

- The Washington State English Language Development Standards

The Washington State English Language Development Standards are designed to assist classroom teachers in assessing the progress of English language learners toward attaining full fluency in English. The standards set clear benchmarks that reflect students' English language proficiency at various grade levels. The goal is to ensure that limited English proficient (LEP) students develop English proficiency and meet the same academic content and academic achievement standards.

- Job Training

- Jobs for Washington Graduates

This program assists students in addressing their individual barriers to graduating from high school and/or successfully transitioning from high school to continued education and careers, by providing them an opportunity to attend a regional skill center or high school, work toward graduation, and get a job.

- The Opportunity Internship Program

(OIP) provides incentives for local consortia to build educational and employment pipelines for low income high school students in high demand occupations in targeted industries.

Funding

Washington State Arts Commission (WSAC)

The Washington State Arts Commission (WSAC) collaborates with artists and arts organizations to conserve and develop critical artistic resources. WSAC strives to further policies that promote statewide arts awareness, develop sustainable arts resources for future generations, and deepen investments in Washington's dynamic cultural legacy.

- **Project Support**

Project Support grants support the cultural vitality of communities throughout the state by directing funding and services to strengthen communities and to provide arts opportunities for the public, with a particular interest in reaching diverse populations.

Website: <http://wsac.culturegrants.org/>

- **Arts in Education**

Arts in Education grants support arts organizations, schools, nonprofits, and government agencies building community partnerships dedicated to improving the quality and quantity of arts education for K-12 students in public schools in Washington State.

Website: <http://wsac.culturegrants.org/>

Washington State Combined Fund Drive (CFD)

The Combined Fund Drive (CFD) is Washington State's workplace giving program for active and retired public employees. State and higher education employees are invited to give to the charity of their choice through payroll contribution and agency fundraising events. For 24 years, Washington State has proven to be one of the most giving states in the nation. Each year, over 17,000 active and retired public employees pledge more than \$5 million to over 3,800 different local, national and global charities. Nonprofit organizations can apply to be designated charities to receive funds from the CFD.

- **CFD Designation**

Applying to obtain CFD designation has a few simple steps. Organizations must be an approved Federal IRS 501 (c) (3), and submit a CFD Membership Application. Next, organizations must register with the Secretary of State's office in Washington State and provide them with all necessary paperwork. If CFD membership is granted, funds will be given to the organization.

Website: <http://www.cfd.wa.gov/cfd/CharitiesFederations.aspx>

Washington State Department of Commerce (WSDOC)

The Washington State Department of Commerce (WSDOC) is the lead state agency charged with enhancing and promoting sustainable community and economic vitality in Washington. They administer a diverse portfolio of more than 100 programs and several boards and commissions, all focused on achieving

one clear and simple mission: to grow and improve jobs in Washington. Key resources available through the WSDOC include services relating to business assistance and grant programs.

- **Community Mobilization (CM)**

The Community Mobilization (CM) program creates and sustains healthy, safe, economically viable communities, free from alcohol, tobacco, other drug abuse, violence, and all related social issues. CM funds and supports local community organizing efforts, services and projects directed toward issue reduction within every county in Washington State.

Website: <http://www.commerce.wa.gov/site/355/default.aspx>

- **Housing Trust Fund (HTF)**

The Housing Trust Fund (HTF) provides funding for organizations helping communities meet the housing needs of low-income and special needs populations. The HTF supports the construction, acquisition or rehabilitation of 4,500+ units every two years, creates rental and homeownership opportunities for people with incomes below 80 percent of the average median income, and supports special needs housing for clients of Department of Social and Health Services and the Department of Health programs and services.

Website: <http://www.commerce.wa.gov/site/493/default.aspx>

Capital Programs provides reimbursement-style grants to local governments and nonprofit organizations for a variety of capital programs and specified projects. Funding is provided through three competitive grant programs and capital projects introduced by the Governor or the Legislature. For more information, contact Capital Program staff at 360-725-3075.

- **Building Communities Fund**

The Building Communities Fund program provides a means of identifying qualified community and social service capital projects, and provides capital support to nonprofit agencies and their partners to develop or improve these facilities. This program awards state grants to nonprofit, community-based organizations to defray up to 25 percent or more of eligible capital costs to acquire, construct, or rehabilitate nonresidential community and social service centers. There is no minimum or maximum grant award amount.

Website: <http://www.commerce.wa.gov/site/310/default.aspx>

- **Building for the Arts (BFA)**

Building for the Arts (BFA) awards grants to 501(c) (3) nonprofit performing arts, art museum, and cultural organizations. The grants pay up to 20 percent of eligible capital costs for acquisition, construction, and/or major renovation of capital facilities. Projects are selected through a competitive grant application process conducted every two years by the Department of Commerce.

Website: <http://www.commerce.wa.gov/site/311/default.aspx>

- **Child Care Facility Fund (CCFF)**

The Child Care Facility Fund (CCFF) provides financial assistance through loans and grants to employers and child care businesses to increase the availability of quality, affordable, convenient child care for working families. Applicants must be a licensed child care center in the state of Washington or be substantially involved in the process of becoming licensed. An applicant may also be a child care provider or employer working together to provide child care services for employees.

Website: <http://www.choosewashington.com/business/financing/ChildCare/Pages/default.aspx>

- HOME

The HOME program is a housing block grant program used to preserve and create affordable housing for low-income households. HOME funds are awarded to non-profit organizations, housing authorities and local and tribal governments using the state Housing Trust Fund (HTF) application process.

Website: <http://www.commerce.wa.gov/site/1376/default.aspx>

- Youth Recreational Facilities (YRF)

The Youth Recreational Facilities (YRF) program awards state grants to 501(c) (3) nonprofit organizations to defray up to 25 percent of eligible capital costs for the acquisition, construction and/or major renovation of nonresidential youth recreational facilities. This is a reimbursement-style grant, and operating costs are ineligible. Awardees are selected through a competitive grant application process held every two years.

Website: <http://www.commerce.wa.gov/site/309/default.aspx>

- Community Services Block Grant (CSBG)

The Community Services Block Grant (CSBG) program distributes funds to help public and nonprofit agencies alleviate poverty, revitalize communities, and empower low-income families to become fully self-sufficient. The Program contracts with [Community Action Agencies](#) to administer funds locally and provide assistance. CSBG eligibility criteria includes households with incomes at, or below, 125 percent of the federal poverty level as defined by the Office of Management and Budget and is based on the Census Bureau's most recent data. Find a local provider at <http://www.wapartnership.org/caps.php>.

Website: <http://www.commerce.wa.gov/site/280/default.aspx>

Loan and Bond Programs: The Department of Commerce understands that access to financing is one of the critical elements to growing or starting your business. They have a number of programs that can help your business succeed, and can provide you with assistance to better understand which programs can work best for your business.

- Small Business Credit

The Washington State Small Business Credit Initiative expands access to capital to grow businesses and create new jobs.

Website: [http://www.choosewashington.com/SiteCollectionDocuments/Doing%20Business/Financing/Washington%20Small%20Business%20Credit%20Initiative%201-page%20brief%20\(12.5.2011\).pdf](http://www.choosewashington.com/SiteCollectionDocuments/Doing%20Business/Financing/Washington%20Small%20Business%20Credit%20Initiative%201-page%20brief%20(12.5.2011).pdf)

- Brownsfields Revolving Loan Fund (BRLF)

Brownfields Revolving Loan Fund (BRLF) facilitates public and private sector cleanup and redevelopment of commercial or industrial brownfield properties that are idled, underutilized or abandoned as a result of contamination (real or perceived).

Website: <http://www.choosewashington.com/business/financing/redevelopment/Pages/default.aspx>

- Rural Washington Loan Fund (RWLF)

The Rural Washington Loan Fund (RWLF) provides gap financing to businesses that will create new jobs or retain existing jobs, particularly for low income persons. The loan amount is determined by the "gap" and competitive factors, and cannot exceed 1/3 of the total project costs. Funds can be lent for the acquisition, engineering, improvement, rehabilitation, construction, operation or maintenance of any property.

Website: <http://www.choosewashington.com/business/financing/loans/Pages/default.aspx>

■ **Forest Products Revolving Loan Fund**

The Forest Products Revolving Loan Fund is designed to finance projects that implement value-added production processes. Financial assistance is available to qualified small and medium-sized forest products manufacturing firms. These loans may be used to finance projects that contribute to the diversification of the forest products industry.

Website: <http://www.choosewashington.com/business/financing/loans/Pages/default.aspx>

■ **Coastal Revolving Loan Fund/Technical Assistance Loan Fund**

The Coastal Revolving Loan Fund/Technical Assistance Loan Fund allows for supplemental financing for expansion and start-up projects and low interest loans for purchase of technical assistance or community development strategies which will create jobs in areas affected by declines in fishing and timber industries. The businesses must be located in Clallam, Jefferson, Grays Harbor, Pacific or Wahkiakum counties. The maximum amount is \$150,000 for revolving loan fund and \$50,000 for technical assistance.

Website: <http://www.choosewashington.com/business/financing/loans/Pages/default.aspx>

■ **HUD Section 108**

HUD Section 108 Guaranteed Loans, Federal Department of Housing and Urban Development loans, are available to businesses from the Washington State Department of Commerce through cities and counties which are eligible to receive Washington State Small Cities Community Development Block Grant (CDBG) Program assistance.

Website: <http://www.choosewashington.com/business/financing/loans/Pages/default.aspx>

■ **Community Development Block Grants (CDBG)**

Community Development Block Grant (CDBG) Float Loans are available to businesses from the Washington State Department of Commerce through designated cities and counties. An eligible city or county may apply for a grant under this program in order to extend a short-term loan to a private business. The normal term for a loan is 24-30 months and the maximum that can be lent is \$35,000 per job created/retained.

Website: <http://www.choosewashington.com/business/financing/loans/Pages/default.aspx>

■ **Industrial Revenue Bonds**

Industrial Revenue Bonds provide financing for land, building and equipment for new and expanding manufacturing facilities. These loans may be used to encourage relocations and expansions of companies that provide jobs and expand economic opportunities for residents and the community.

Website: <http://www.choosewashington.com/business/financing/loans/Pages/default.aspx>

Washington Economic Development Finance Authority (WEDFA)

The Washington Economic Development Finance Authority (WEDFA) is a possible financing source for capital in the areas of manufacturing, processing, production of alternate energy, waste disposal, recycling, water or sewage treatment, 501(c)(3) non-profit, or governmental industries.

■ **Industrial Revenue Bonds**

Through Industrial Revenue Bonds, the WEDFA takes advantage of a special kind of federal income tax incentive, allowing them to pass on some of the benefits of state governmental financing to private enterprise.

Website: <http://www.wedfa.org/>

Washington Traffic Safety Commission (WTSC)

The Washington Traffic Safety Commission (WTSC) works to eliminate traffic related injuries and deaths through improvements in traffic safety with the state of Washington. The WTSC also provides traffic safety [grants](#) to state and local government, law enforcement agencies, schools, and non-profit organizations.

■ Annual Grants

Annual Grants are awarded in larger amounts to nonprofits and other organizations/agencies. This grant money focuses on projects that address one or more of the top Target Zero priorities, which set forth a vision to reduce fatalities and serious injuries to zero by the year 2030.

Website: <http://www.wtsc.wa.gov/grants/annual-grants-for-traffic-safety/>

■ Mini Grants

Mini Grants are awarded at any time to fund similar projects. Mini Grants are grants under \$1,000.

Website: <http://www.wtsc.wa.gov/grants/mini-grants-for-traffic-safety-under-1000/>

Office of the Superintendent of Public Instruction (OSPI)

The Office of the Superintendent of Public Instruction (OSPI) is the primary agency charged with overseeing K-12 public education in Washington State. OSPI works with the state's 295 school districts to administer basic education programs and implement education reform on behalf of more than one million public school students.

■ iGrants

iGrants is an Internet-based system that contains a variety of federal and state grant applications for school districts, competitive grant request for proposals (RFPs), and end-of-year reports.

Website: [https://eds.ospi.k12.wa.us/iGrants/\(S\(d2mzpu3ps5p2fbqrveqnl2vg\)\)/Default.aspx](https://eds.ospi.k12.wa.us/iGrants/(S(d2mzpu3ps5p2fbqrveqnl2vg))/Default.aspx)

Education Awards are administered by OSPI for educators and schools in collaboration with the federal government, national programs, education associations, Washington's State Board of Education, schools, districts and Washington's nine educational service districts.

■ Achievement Award

The Title I Academic Achievement Award is an award to honor Title I schools that have significantly raised achievement in math and/or reading through a specific strategy.

Website: <http://www.k12.wa.us/EducationAwards/AcademicAchievement/default.aspx>

- Improvement Award

The Title I, Part A Improvement Award is a recognition and cash award for Title I Schools that have made significant progress.

Website: <http://www.k12.wa.us/EducationAwards/TitleI-ImprovementAwards/default.aspx>

Pay for Actual Student Success (PASS) Act. The purpose of the PASS Act is to assist students in addressing their individual barriers to graduating from high school, and/or successfully transitioning from high school to continued education and careers.

- Building Bridges

Building Bridges is a grant program to increase academic success and increase graduation rates through active and coordinated participation from schools, parents, and other stakeholders and agencies in the local community. The program targets middle and high school at-risk students (including youth in foster care, youth in the juvenile justice system, and special education students) and dropouts.

Website: <http://www.k12.wa.us/SecondaryEducation/GraduationTeamEffort/BuildingBridges/default.aspx>

- The College Success Foundation

The College Success Foundation provides many services to support youth.

Website: <http://collegesuccessfoundation.org/>

- College Bound

The College Bound Scholarship guides low-income 7th and 8th graders on the path to a college education by offering the promise of tuition when the student reaches college age if the student keeps up his or her grades and stays crime-free.

Website: <http://www.collegesuccessfoundation.org/collegebound>

The Higher Education Coordinating Board (HECB)*

The Higher Education Coordinating Board (HECB) provides strategic planning, coordination, monitoring, and policy analysis for higher education in Washington, and administers state and federal financial aid and other educational services. They serve as a resource for finding funding in pursuing education.

- Aerospace Loan Program (ALP)

The Aerospace Loan Program (ALP) provides low-interest loans to Washington students who have been accepted into the Everett-based Washington Aerospace Training and Research Center Program but have demonstrated inability to pay the full cost of attending the program.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/Aerospace>

- Alternative Routes to Teacher Certification

* A bill establishing a new Student Achievement Council effective July 1, 2012 to replace the Higher Education Coordinating Board was approved by the Legislature on March 8, 2012. Many of the HECB's duties and functions are carried forward to the new council.

The Alternative Routes to Teacher Certification Program was created to help school districts recruit teachers in subjects and geographic areas with teacher shortages. In return for conditional loan scholarships, participants agree to teach in specified subject shortage areas in Washington K-12 public schools.

Website: <http://www.hecb.wa.gov/paying-for-college/financial-aid/washington-opportunity-pathways-programs/future-teachers-conditional-scholarship-and-loan-repayment/other-teacher-opportunities/alternative-route>

■ **Health Professional Loan Repayment**

The Health Professional Loan Repayment program was created to attract and retain licensed health professionals to serve in critical shortage areas in Washington State. The program provides educational loan repayment assistance to licensed primary care health professionals.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/HealthProfessional>

■ **John R. Justice Loan Repayment**

The John R. Justice State Loan Repayment Program provides financial assistance to licensed attorneys who commit to working three years in state or local prosecutor's offices or in public defender offices operated by federal, state or local entities (including tribal governments).

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/JohnJustice>

■ **Passport to College**

The Passport to College Promise Scholarship program was created to help students from foster care prepare for and succeed in college. In the 2010-11 academic year, the program served approximately 375 students with a maximum annual award of \$3,000.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/Passport>

■ **State Need Grant (SNG)**

The State Need Grant (SNG) program helps the state's lowest-income undergraduate students pursue degrees, hone skills, or retrain for new careers. Students can use the grants at eligible institutions (public two- and four-year colleges and universities, and many accredited independent colleges, universities, and career schools) in Washington.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/NeedGrant>

■ **Work Study**

The State Work Study program helps students from low- and middle-income families earn money for college while gaining experience whenever possible in jobs related to their career goals.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/WorkStudy>

■ **Washington Scholars**

The Washington Scholars program recognizes the accomplishments of four high school students in each of the state's 49 legislative districts, three Washington Scholars and one Washington Scholar-Alternate.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/WashingtonScholars>

■ Washington Award for Vocational Excellence (WAVE)

The Washington Award for Vocational Excellence (WAVE) honors three vocational students from each of the state's 49 legislative districts, for outstanding achievement in vocational-technical education.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/WAVE>

■ Western Interstate Commission for Higher Education (WICHE)

Washington residents can enroll in eligible programs at reduced tuition rates through the WICHE programs in 14 western states: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Utah, and Wyoming.

Website: <http://www.hecb.wa.gov/PayingForCollege/StateAid/WICHE>

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